



Inter Organizational System flexibility and standardization in innovative services: complementarity, opposition or independence?

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Résumé en anglais	<p>This paper examines the orientations of information systems (IOS) between characteristics of flexibility and standardization in the specific case of service innovations. More specifically it investigates the often taken for a fact tension between standardization and flexibility in this context. We explore this issue based on a case study drawn from the banking industry. Evidence is based on data collected over a significant period of time. Results show that in an innovative BPO, standardization and flexibility relationships depend on the level of analysis of the information system and involve a large number of elements that have been only partially considered in the literature.</p>
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